



ORDERING AND ESTIMATION

Solid Surface Estimate and Ordering

- When submitting an order for solid surface tops please fill out the "END USER'S" name, street address, city, state, zip code and phone number. This is vital information for getting the product warranty information in place when the material is ordered.
- Include the target date that you will need these tops and we will try to meet that date or work with you on getting your job into the production schedule as soon as possible.
- Our scheduling department will set up the template date with you and also the installation date if your solid surface job requires us to template and install. This gives the customer an install and product warranty.
- All solid surface jobs that require on site work like pulling seams, cutting openings for cook tops etc will require our installation. If you wish to take delivery only on small jobs such as vanity tops, you will only receive a product warranty and not the install warranty.

In most cases after submitting an order for solid surface you will receive a preliminary drawing showing the basic layout of the kitchen or bathroom tops. These drawings should be reviewed to ensure that no tops were missed and that the edge, sink type, color, and splash type are what you are ordering even if the job is to be templated.

On jobs that we are going to deliver or you are going to pick up, you will get a drawing from us that you will need to confirm all the aspects of the top(s).

A NOTE ON TEMPLATING: There has to be someone at the site to answer any questions our template person may have on different aspects of the job.

Your Drawings

In order to be as accurate as possible in estimating, your drawings should note the following.

1. Before you begin to draw, note your company, your name and assign a job name,
2. Color
3. Edge Style
4. Backsplash/ No backsplash
5. Countertop Depths: Kitchen, Vanity and Bar Tops
6. Cabinet dimensions
7. Overhangs, especially where radiused or clipped corners are requested
9. Size of Radiuses or clips
10. Sink Location/Dishwasher or any other cutout locations
11. Backsplash height (from top of cabinets)

Always measure cabinet depth, especially in older homes built in the 1940's and 1950's, which may have cabinets measuring 20 to 21 inches deep instead of 24 inches, which is a standard for pre-made cabinets. Remember to allow an extra 3/4 inch to the total length for an overhang when the countertop does not butt up to a wall or an appliance.

Your Orders:

- Phone orders are not recommended. It is best to place all orders via fax or email so we have a hard copy of dimensions and other information needed to process your order in a timely and accurate fashion.
- If you foresee a problem, call us and we can confirm or correct your understanding of the issue. Remember, your customer is your responsibility. You will be responsible for the cost of remaking a top if your customer is unhappy with or had an incorrect understanding of the product they were purchasing.
- Sink Cutouts – to place a sink cutout in a top we need the following information:
 - The measurement from an end of the countertop to the center of the sink unit.
 - A template for cutting the hole (only if we are not installing or providing the sink.)